

	<p align="center">YEOVIL TOWN SUPPORTERS' SOCIETY Ltd (GLOVERS' TRUST)</p> <p align="center">PO Box 5240 YEOVIL BA20 9FR</p> <p align="center">secretary@glovers-trust.co.uk www.glovers-trust.co.uk</p> <p align="center">Registered No: 7293</p>	
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YEOVIL TOWN SUPPORTERS' SOCIETY LTD (GLOVERS' TRUST) CONSTITUTION - POLICY No 12

COMPLAINTS POLICY

(Accepted by Steering Committee vote 9 June 2016)

INTRODUCTION

1. The Trust's purpose is to be the vehicle through which a healthy balanced and constructive relationship between the Club and its supporters and the communities it serves is encouraged and developed. The business of the Trust is to be conducted for the benefit of the community served by the Club and not for the profit of its Members

COMMITTMENT FROM THE TRUST

2. Yeovil Town Supporters' Society Ltd (referred to as 'the Trust' from hereon in) has in place a full set of rules and constitution to ensure that it complies with all relevant legislation; the constitution is relevant to all members and should ensure that all members are treated fairly and that all business of the trust is carried out in order to meet the objects stated in the rules.
3. The Trust is fully committed to operating in such a manner in which all rules are complied with and that each member feels valued and able to play a full and active part in the Trust. This commitment includes interaction between the Trust Board and members, and between individual, or groups of members.
4. If at any time any member¹ feels as though they have a complaint against the Trust, a member of the Board or another individual or group of members, then they should raise a complaint as detailed below.

COMPLAINT PROCEDURE

5. If any member of the Trust feels as though they have the grounds to make a formal complaint they should report the matter to the Trust Board as soon as possible. All complaints should be sent to the Trust Secretary, by mail or email, using the pro forma below.
6. Any complaint raised may result in a Disciplinary Committee in accordance with Policy Number 4.

¹ Or an individual or group that has had contact with the Trust.

To:
The Secretary

From:

Yeovil Town Supporters' Trust Add Address	Address:
Tel Number	Tel No:
Email Address	Email:
Membership No (if applicable)	

DETAILS OF COMPLAINT			
Date:		Time (approx)	
Name of individual complaint is against ² :			
Please provide as much detail as possible regarding the complaint:			

The Trust will aim to deal with your complaint at the earliest opportunity; at the latest, it will be dealt with within 28 days of receipt by the Trust Secretary. You will receive notification of the findings of your complaint in person / by phone and by email/written.

If you are not content with the decision that the Trust makes, you may appeal to Supporters' Direct (SD), details of which are contained on the SD website.

² Or group if applicable.